

Task Order 139 – Data Mart Operations

Data Mart Operations Monthly SLA Metrics Report Deliverable 139.1.1a

Period Ending: 6/30/03



F E D E R A L
S T U D E N T A I D

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Introduction

This is the June monthly report for Task Order 139 – Data Mart Operations. The purpose of this task order is to provide the capability to sustain the Financial Partners (FP) Data Mart and Credit Management (CM) Data Mart. The report information will be provided separately for each system.

FP Data Mart Availability for Production

****Note:** Downtime for backups and scheduled outages are not shown

Date	Availability (%)	Notes
Sun – June 1	100%	
Mon – June 2	100%	
Tues – June 3	100%	
Wed – June 4	100%	
Thurs – June 5	100%	
Fri - June 6	100%	
Sat – June 7	100%	
Sun – June 8	100%	
Mon – June 9	100%	
Tues – June 10	100%	
Wed – June 11	100%	
Thurs – June 12	100%	
Fri - June 13	100%	
Sat – June 14	100%	
Sun – June 15	100%	
Mon – June 16	100%	
Tues – June 17	100%	
Wed – June 18	100%	
Thurs – June 19	100%	
Fri - June 20	100%	
Sat – June 21	100%	
Sun – June 22	100%	
Mon – June 23	100%	
Tues – June 24	100%	
Wed – June 25	100%	
Thurs – June 26	100%	
Fri - June 27	100%	
Sat – June 28	100%	
Sun – June 29	100%	
Mon – June 30	100%	



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Financial Partners (FP) Data Mart Operations Status

Work Accomplished During This Period

- Completed monthly FP load for May with monthly data feeds from NSLDS, and PEPS.
- Completed bi-weekly loading for FMS data.
- Provided daily monitoring of FP data mart availability.
- Continued tracking SIRs and enhancement requests.
- Continued to update user login information (add, remove, and reset IDs).
- Completed Data Mart Migrations for FP.
- Held bi-weekly FP Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.

Issues or Anticipated/Current Problems

- None to report.

Planned Work for Next Period

- Continue MicroStrategy reporting enhancements and completion of outstanding SIRs.
- Continue to provide daily monitoring of FP Data Mart.
- Continue to update user login information (add, remove, and reset IDs).
- Continue issue resolution for open FP SIR requests.
- Complete June FP monthly data load and bi-weekly FMS loading.



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Help Desk Monthly Throughput (FP)

Change Request

Category	High	Medium	Low	Total
Carry Forward	1	14	0	15
New	0	1	0	1
Closed	0	0	0	0
End of Month Balance	1	15	0	16

Data Request

Category	High	Medium	Low	Total
Carry Forward	0	0	0	0
New	0	0	0	0
Closed	0	0	0	0
End of Month Balance	0	0	0	0

Help Desk Request

Category	High	Medium	Low	Total
Carry Forward	1	3	0	4
New	4	2	0	6
Closed	5	1	0	6
End of Month Balance	0	4	0	4

Note: SIRs in POSTPONED status are not reflected in these numbers



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Help Desk Request Summary (FP)

Total Requests: 27

<u>ID</u>	<u>STATE</u>	<u>TYPE OF REQ</u>	<u>TITLE</u>	<u>PRIORITY</u>	<u>OPEN</u>	<u>CLOSED</u>
253	Assigned	Change Request	1.2.6 GA Fee Payments	2. Medium	7/30/2002	
254	Assigned	Change Request	1.2.6.1 GA Requested and Paid Fees	2. Medium	7/30/2002	
255	Assigned	Change Request	1.2.7 GA Fee Payments History Report	2. Medium	7/30/2002	
259	Postponed	Change Request	Drill to multiple templates in report - E32	3. Low	7/28/2001	
414	Verify_Migration	Change Request	Final Adjustments to Forms 2000 for FY01	2. Medium	4/1/2003	
431	Closed	Help Desk Request	Lender 799 Reports - Part II, III, and IV	2. Medium	4/23/2003	6/23/2003
432	Closed	Help Desk Request	Passwords Cannot be Changed	1. High	4/24/2003	6/8/2003
438	Assigned	Help Desk Request	Lender Scorecard - State / LID Trigger	2. Medium	4/25/2003	
439	Assigned	Change Request	GA Monthly Summary Report	2. Medium	4/29/2003	
441	Assigned	Change Request	FMS-NSLDS Cross-Check	2. Medium	4/29/2003	
442	Assigned	Change Request	Missing data and prompts need updating	2. Medium	4/29/2003	
443	Assigned	Change Request	Change GA Prompts	2. Medium	4/29/2003	
444	Assigned	Change Request	GA Monthly Trigger Rate Report	2. Medium	4/29/2003	
445	Assigned	Change Request	Active Lender ED 799	2. Medium	4/29/2003	
446	Assigned	Change Request	Lender Scorecard Analysis Report	2. Medium	4/29/2003	
447	Assigned	Change Request	Active Lenders	2. Medium	4/29/2003	
448	Assigned	Change Request	Servicer Lender Portfolio Report	2. Medium	4/29/2003	
449	Assigned	Change Request	FMS-NSLDS Cross-Check	2. Medium	4/30/2003	
450	Assigned	Change Request	Lender Scorecard - Origination Fee Variance	1. High	4/30/2003	
458	Assigned	Help Desk Request	Capitalized Interest Report - SI #12	2. Medium	5/27/2003	
461	Closed	Help Desk Request	Reset Linda Makhoul's User ID's	1. High	6/3/2003	6/3/2003
462	Assigned	Change Request	Remove Future Dates in Record Extract Date	2. Medium	6/3/2003	
463	Closed	Help Desk Request	Create FP Accounts	1. High	6/4/2003	6/9/2003
469	Closed	Help Desk Request	Create User ID for Greg Gerrans	1. High	6/12/2003	6/12/2003
470	Closed	Help Desk Request	Reset Joseph Pire's password	1. High	6/19/2003	6/19/2003
472	Assigned	Help Desk Request	SERVICER - LENDER REPORT: LID Display	2. Medium	6/25/2003	
473	Opened	Help Desk Request	Form 2000 - Integration Testing with FPDM	2. Medium	6/25/2003	



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Financial Partners Data Mart Requests

ID: MPOps00000253 **Title:** 1.2.6 GA Fee Payments
State: Assigned **Priority:** 2. Medium
Open: 7/30/2002 7:29:17PM **Target Date:**
Requestor: Ben Chiu, 415-556-4136 **Assigned to:** Mark Mandrella, 202-962-0721
Description:

Portfolio balances, Paid AMF and Paid LPIF do not match Form 2000. One reason is the last payment is made after the fiscal year. For example, 4th QTR AMF was paid in 1st quarter of the next FY. Also for FY 2001, it look like all AMF and LPIF payments were made via Manual invoices in January and did not show up as AMIF or LPIF payments in FMS.

No VFA fees are shown for any of the VFA GA's for 2001. The CSAC VFA Fee looks like it was paid via a manual invoice in FMS.

Activity Log:

===== State: Assigned by:smcconaghie at 1/7/2003 1:22:25 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Mancham from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:30:11 PM =====

12/10/02 (S. McConaghie): We're continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:03:30 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:53:17 PM =====



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10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:19:02 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:55:28 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:27:29 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smconaghie at 9/17/02 12:41:53 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:27:02 PM =====

Reassigned to Mark.

===== State: Assigned by:tliu at 8/23/02 11:53:33 AM =====

Verified the Portfolio balance and it seems working fine. Communicated via email with Ben Chiu:

I checked GA 706 for FY01, it seems they add up the same, the value is: \$325,031,666.

Can you please verify it again and let me know what difference you found?

Thanks
Tina

--- "Chiu, Ben"
<Ben.Chiu@ed.gov> wrote:
> Hi Tina
>
> I agree. It
should be the same as adding the



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> Federal, Operating and
> Restricted funds ending balances from the annual
> report to get the
> portfolio
balance. I
believe I
used GA706
when
I

> checked the figures.
>
> Ben
>
> -----Original Message-----
> From: Tina
Liu
[mailto:sli_
tina@yahoo.com
]

> Sent: Thursday, August 22, 2002 10:57 AM
> To: ben.chiu@ed.gov
> Cc: Mark Mandrella; Al
Bradley
> Subject: GA Fee Payments: Portfolio balances
>
>
> Hi Ben,
>
> Thank you for attending the
meeting today.
I

> checked the calculation of Portfolio balances in the
> report <GA Fee Payments>, it seems it should be the
> same as adding up principal, interest, and other
> ending balances all together from Form 2000 annual
> report. Can you give us an example
GA ID for
this
> problem?
>
> Thanks
> Tina

===== State: Assigned by:tliu at 8/23/02 11:52:12 AM =====

Had meeting with FMS and Ben Chiu, sent out a note after the meeting to get more information from FMS:



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1. We need to use INVOICE_NUM from table ap_invoices_all to aggregate on requested and paid fees for a specific fiscal year. Can FMS send us the exact format of INVOICE_NUM for all types of invoices?

2. How FMS determine the actual invoice type (VFA, LPIF, AMF, etc.) for a manual invoice entry?

3. What is the relationship between table ffelga_soa_reports and ap_invoice_payments_all? Suppose we add up all types of payments for an individual GA during fiscal year 2001 from table ap_invoice_payments_all, can we get the same amount from table ffelga_soa_reports?

===== State: Assigned by:tliu at 8/13/02 2:35:08 PM =====

Mark sent out email asking for the report spreadsheet from FMS.

===== State: Assigned by:tliu at 8/7/02 11:55:44 AM =====

The FMS developer Prasanth Kundapur sent the SQL statements behind the scene.

===== State: Assigned by:tliu at 8/5/02 10:45:00 AM =====

Called FMS DBA Marcus and sent email to Todd Kaywood on 8/2/02, asking for SQL query behind generating the following FMS reports (quote from Ben Chiu's email):

>For Total Fees Paid, I ran the "SFA GA SOA Detail Report". For the AMF and LPIF payments, I ran "SFA GA SOA NSLDS AMF Detailed Report" and "SFA GA SOA NSLDS LPIF Detailed Report".



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ID: MPOps00000254 **Title:** 1.2.6.1 GA Requested and Paid Fees
State: Assigned **Priority:** 2. Medium
Open: 7/30/2002 7:30:32PM **Target Date:**
Requestor: Ben Chiu, 415-556-4136 **Assigned to:** Mark Mandrella, 202-962-0721
Description:

All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice.

the Requested AMF is inaccurate since it matches Paid AMF which we know is wrong. Requested LPIF does not match FMS Annual Report.

Ben McPherson also logged a request regarding this same report. Now combine them together. He said the payment was calculated in the year paid not the year earned.

Activity Log:

===== State: Assigned by:smcconaghie at 1/7/2003 1:23:00 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Mancham from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:mmandrella at 12/19/02 3:30:46 PM =====

Emailed Ben Chiu and asked if he could provide me with the FMS Annual report data for the Requested AMF and Requested LPIF Fees.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:09 PM =====

12/10/02 (S. McConaghie): We're continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:02:49 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from



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each type.

===== State: Assigned by:smcconaghie at 10/29/2002 2:55:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmandrella at 10/24/02 3:18:33 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmandrella at 10/14/02 4:56:08 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmandrella at 10/1/02 4:26:57 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:42:12 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:27:52 PM =====

Reassigned to Mark.

===== State: Needs_Clarification by:tliu at 8/12/02 2:24:00 PM =====

Updated the description with Ben McPherson's comments.

===== State: Needs_Clarification by:tliu at 8/7/02 11:03:09 AM =====

Please provide detailed information about the mismatching data. For example, the actual dollar amount difference between the FMS report(s) and the data mart report.

===== State: Needs_Clarification by:tliu at 8/2/02 10:42:23 AM =====



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Checked the SR_F_GA_INVOICES table and found out that all requested and paid AMF fees match each other. Needs to call Ben

Chiu to clarify how to calculate the requested and paid fees, specifically grouping on what time attribute (right now, both are aggregated based on invoice date).

ID:	MPOps00000255	Title:	1.2.7 GA Fee Payments History Report
State:	Assigned	Priority:	2. Medium
Open:	7/30/2002 7:32:26PM	Target Date:	
Requestor:	Ben Chiu, 415-556-4136	Assigned to:	Mark Mandrella, 202-962-0721
Description:			

All three tested GAs show a manual paid invoice on 1/16/01. These figures look like an AMF payments. No entry for VFA fees. Checked all 4 VFAs. All but CSAC had weekly Paid Manual Invoices which probably is their Weekly Claim Payments Process. CSACs VFA fee looks like it showed up on 12/21/01 as a manual Paid Invoice.

the Total Fees Paid does not match FMS (added all monthly SOAs for GA 706 FY-2001).

Activity Log:

===== State: Assigned by:smcconaghie at 1/7/2003 1:23:31 PM =====

1/7/03 (S. McConaghie): Barbara Johnson and Judy Mittman from FMS asked us to work with Sanjay Mancham from FMS to see if FMS has the date that FP data mart needs. Mark is waiting on a response from Sanjay.

===== State: Assigned by:smcconaghie at 12/10/2002 2:31:50 PM =====

12/10/02 (S. McConaghie): We're continuing to follow up with Barbara Johnson and Judy Mittman from FMS to ensure all payment types are accounted for, a process is put into place for future new payment types, and that FMS agrees and signs-off on how we intend to use this field. Mark is working through the same invoice_num fields that were provided by Nettie for 3 payment types, and is developing the tentative extract and transform process for each unique date script. Several assumptions need to be formally addressed (i.e. some dates say ?2002-3Q?, which we need to assign an actual date to). Mark to meet with Nettie on 12/12 in the afternoon.

===== State: Assigned by:mmandrella at 11/25/2002 4:01:58 PM =====

11/25/02 (Mark Mandrella): contacted Barbara Johnson and Judy Mittman (of FMS) to get an account of all the different variances of the invoice numbers. When I get these, I need to work with Nettie to determine how to get the correct date from each type.



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===== State: Assigned by:smcconaghie at 10/29/2002 2:57:00 PM =====

10/29/02 (S. McConaghie) - Nettie forwarded a sample of the invoice_num fields for 3 payment types (each has multiple unique formats) to Mark for review and feedback. The 3 payment types are AMF (2 formats), LPIF (2 formats), and PBF (2, possibly 4 formats).

===== State: Assigned by:mmmandrella at 10/24/02 3:18:06 PM =====

Nettie emailed saying she would not be able to get the formats this week. She will do it first thing on Monday, 10/28.

===== State: Assigned by:mmmandrella at 10/14/02 4:57:49 PM =====

Nettie spoke with Barbara Johnson and Barbara says the invoice_num in FMS has the date. It is embedded, depending on the payment type. Need to get the formats and look them over. Right now we do not get this info from FMS. Nettie said she would run a report to show me the formats of the invoice_num field.

===== State: Assigned by:mmmandrella at 10/1/02 4:26:21 PM =====

Sent Nettie Harding a list of attributes and facts retrieved from FMS to use in FMS-related reports. She will discuss the FMS processes with FMS people.

===== State: Assigned by:smcconaghie at 9/17/02 12:42:30 PM =====

9/17/02 (S. McConaghie) - Will use Invoice Dates instead of Pay Dates for reports. Will need to work w/FMS to get invoice dates on data feeds.

===== State: Assigned by:tliu at 8/23/02 3:30:31 PM =====

Reassigned to Mark.

ID: MPOps00000259

Title: Drill to multiple templates in report - E32

State: Postponed

Priority: 3. Low

Open: 7/28/2001 4:03:57PM

Target Date:

Requestor: Susan Haenel-Beck, 917-767-6435

Assigned to: Michael Ko, 202-962-0726

Description:

Drill to multiple templates for "Consolidation Load Fee Payment Analysis Report

[Activity Log:](#)

===== State: Assigned by:mko at 4/21/2003 9:39:15 AM =====



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04/21/2003 (MKO): Enhancement still has not been implemented with MSTR 7i. Per Susan, Haenel-Beck, this SIR should be postponed.

8/21/2001 (Annie Barton) Waiting for new release of Microstrategy

8/22/2001 (Keisha Contee) Our Microstrategy Case #137013 for this enhancement has been logged as an enhancement (Log id 127716) on the Microstrategy Side. We need to wait for a release that states, 127716 has been fixed.

11/29/01 (Bob Audet) Called MicroStrategy Technical Services to verify the status of the enhancement. Currently not fix date has been determined by MicroStrategy Technology. Estimated time would be Q2 2002, second release of 7.2. Reassigned to Robert Audet.

1/2/2002 (Tina Liu) Reassigned to Tina

1/22/2002 (Tina Liu) Discussed with Ahmad and he suggested to put the request type to Enhancement because we do not know if the Phase II will be using MSTR 7.2 or not.

===== State: Opened by:lphillips at 7/31/02 12:06:13 PM =====

8/21/2001 (Annie Barton) Waiting for new release of Microstrategy

8/22/2001 (Keisha Contee) Our Microstrategy Case #137013 for this enhancement has been logged as an enhancement (Log id 127716) on the Microstrategy Side. We need to wait for a release that states, 127716 has been fixed.

11/29/01 (Bob Audet) Called MicroStrategy Technical Services to verify the status of the enhancement. Currently not fix date has been determined by MicroStrategy Technology. Estimated time would be Q2 2002, second release of 7.2. Reassigned to Robert Audet.

1/2/2002 (Tina Liu) Reassigned to Tina

1/22/2002 (Tina Liu) Discussed with Ahmad and he suggested to put the request type to Enhancement because we do not know if the Phase II will be using MSTR 7.2 or not.



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ID: MPOps00000414 **Title:** Final Adjustments to Forms 2000 for FY01
State: Verify_Migration **Priority:** 2. Medium
Open: 4/1/2003 4:36:37PM **Target Date:** 4/18/2003 4:00:00A
Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Al Bradley, 202-962-0661
Description:

Changes to FY01 Form2000 records provided by Nettie. These changes can not be done in FMS so Al will execute a script to make the desired changes to the records.

Activity Log:

(nettie harding)

Verified that the changes were correct in test and ready to migrate to production

ID: MPOps00000431 **Title:** Lender 799 Reports - Part II, III, and IV
State: Closed **Priority:** 2. Medium
Open: 4/23/2003 1:04:41PM **Target Date:**
Requestor: Susan Haenel-Beck, 917-767-6435 **Assigned to:** Michael Ko, 202-962-0726
Description:

A user used to be able to "drill out" the total lines completely. Apparently, one of the users is saying he cannot do this any more. (In reference to closed out SIR MPOps00000264).

REPORT TITLE: Subtotals appearing at top of Report

ISSUE(S): When running the Part II and Part III reports from the web the totals are displayed at the bottom of each lender. When moving

the "Quarter Ending Date" from the columns to rows, the subtotals now appear at the top of each lender.

SEVERITY: Low

FIX STRATEGY: Defects and enhancements are addressed in the MicroStrategy 7i Upgrade.

Activity Log:

===== State: Assigned by:mko at 6/23/2003 2:26:25 PM =====

Susan: Leave alone. Rather have the totals print on the report than not at all. Consider this issue closed.



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ID: MPOps00000432 **Title:** Passwords Cannot be Changed
State: Closed **Priority:** 1. High
Open: 4/24/2003 7:19:15PM **Target Date:** 5/6/2003 4:00:00AM
Requestor: Willie Sutton, 202-377-3320 **Assigned to:** Michael Ko, 202-962-0726
Description:

Nettie Harding says Microstrategy is not letting her change her user password.

Activity Log:

===== State: Assigned by:mmandrella at 4/24/2003 3:45:17 PM =====

Nettie could not change her password, she said is kept giving an error message after she tried to change it on the website. Sometimes I got the error she described, sometimes I did not. But, even if the error message is gotten, the password has still changed - confusing everyone.

What I discovered was that if I tried to change the password to an ED-compliant password (i.e. 8 characters, 3 of 4 options, etc), then the error message is received. If I try to change the password to something short and non-ED-compliant, then the password is changed without the error.

ID: MPOps00000438 **Title:** Lender Scorecard - State / LID Trigger
State: Assigned **Priority:** 2. Medium
Open: 4/25/2003 3:10:19PM **Target Date:**
Requestor: Ben Chiu, 415-556-4136 **Assigned to:** Keisha Contee, 202-962-0655
Description:

When running lender scorecard, the report provides inconsistent data. For example, for state=Utah, and LID=820200, Part II shows that for items 3 and 5, Utah is given the highest possible points which means it does not meet the trigger criteria. However, the Trigger column shows that the trigger criteria has been met. There are many more examples of this. I have only provided one state and LID pair that exhibits this.

Activity Log:

===== State: Assigned by:mko at 4/25/2003 11:30:12 AM =====

(PS): I believe that inconsistency has popped up before. I recall it happening during our training last fall. There may be others as well. I don't know how many FP staff have been using the scorecard. It's a item/report that needed to be tested much more than we were able to last year.

On that note, we will need a lot of time and effort to develop a GA scorecard for phase 3. A lot of the lender scorecard data and design came from old excel and IDEA reports that we had developed in the past. There is no "history or base of tests" for GA data as far as I know. Also, we should add an FM person to the team to help with designing the GA reports.



Task Order 139 – Data Mart Operations

ID: MPOps00000439 **Title:** GA Monthly Summary Report
State: Assigned **Priority:** 2. Medium
Open: 4/29/2003 7:19:16PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655
Description:

Should have prompts for Fiscal Year, Fiscal Month and GA Name (see requirements matrix for 1.2.1). Also, the page by fiscal month does not relate to the fiscal year period.

Activity Log:

===== State: Assigned by:mko at 6/9/2003 8:28:24 AM =====

MK: Dates filtered to where Gen Load Ind = Y. Pending Dev / Test signoff from Nettie Harding.

Nettie Harding: Monthly Summary Report. The prompts for FY dates back to 1960 and go up to 2009. The same for the fiscal month. The guarantor prompt is not restricted either. Can't we just use the same prompts and page by features as what is in the Monthly Report under the Forms 2000 folder? After all, this report replicates the Monthly Report just on a summary level.

This one is definitely not ready.

ID: MPOps00000441 **Title:** FMS-NSLDS Cross-Check
State: Assigned **Priority:** 2. Medium
Open: 4/29/2003 7:23:06PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655
Description:

Prompt includes GA IDs used in the test environment "500s". The prompt should be modified to include only those guarantors with data.

Activity Log:

===== State: Assigned by:kcontee at 7/1/2003 12:10:01 PM =====

MK: Awaiting confirmation on GA Code Deletion from Nettie Harding.

Nettie Harding: I don't think any of the 600s are or the 900 FISL codes are but I want to make sure before I say delete them permanently. The 500 codes can stay in the test environment since they were created for us to use for training purposes and may need to use for training in the future. However, under no circumstance should they ever be migrated into production.

Keisha Contee: The following GA IDs have been deleted from Dev, Test, and Production: 984, 985, 989, and 600's.



Task Order 139 – Data Mart Operations

The 500's are in Test and not in Production.

Please let me know if you have any further questions or comments, if not, I will close the SIRs.

SQL statement used to delete SIRs:
delete from D_GA where
GA_ID in ('984', '985', '989') OR
GA_ID like '6%' OR
GA_ID like '5%'

A file of the deleted rows will be
kept on
eProject.

===== State: Assigned by:mko at 6/9/2003 8:31:38 AM =====

MK: Awaiting confirmation on GA Code Deletion from Nettie Harding.

Nettie Harding: I don't think any of the 600s are or the 900 FISL codes are but I want to make sure before I say delete them permanently. The 500 codes can stay in the test environment since they were created for us to use for training purposes and may need to use for training in the future. However, under no circumstance should they ever be migrated into production.



Task Order 139 – Data Mart Operations

ID: MPOps00000442 **Title:** Missing data and prompts need updating
State: Assigned **Priority:** 2. Medium
Open: 4/29/2003 7:25:25PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307
Assigned to: Keisha Contee, 202-962-0655
Description:

The following reports appear to be missing data and the prompts need to be updated to include more recent years. They are:

Collections on Defaulted Loans
Default Dollars Paid to Lenders
Loan Volume Commitment

Activity Log:

===== State: Assigned by:mko at 6/9/2003 8:47:43 AM =====

NH: Awaiting on information from Nettie Harding on which direction to take in terms of the formatting of prompt values:

1.0 The report prompts are based on a Quarter (Ending Date). Pre-defined list of prompts displays 'QTR_ENDING_CALENDAR_MONTH' in the example format of 1972 September

20. The currently displayed prompts are in the format of FISCAL_QTR_LONG_DESC, e.g. '1972 FQ4'

3.0 Please advise on the desired format. Please refer to the Collection on Defaulted Loans in Test as an example.

ID: MPOps00000443 **Title:** Change GA Prompts
State: Assigned **Priority:** 2. Medium
Open: 4/29/2003 7:35:28PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307
Assigned to: Keisha Contee, 202-962-0655
Description:

The prompt on the following reports need to be modified to only list those agencies that have data in the reports. This will exclude all of those "600" codes and many others. The reports that are affected are:

GA 1189 Entire Report
Part A - Reinsurance Request
Part B - Additional Reinsurance Requests
Part C - Change in Status Supplemental Reinsurance Requests
Part D - Full Refund of Reinsurance Claims
Part E - Refunds for Overpayments and Overbilling
Part F/J - Default/Bankruptcy/Wage Garnishment Collections
Part G - Activity on Accounts: Federal Tax Refund Offset
Part H - Rehabilitated Loans
Part I - Non-Payment Activity
SOA Billing Statement



Task Order 139 – Data Mart Operations

SOA DDT
SOA Fiscal Year to Date Activity Summary
SOA Summary of Final Transactions
Annual Report: Financial Fund Stmt
Part A: Guaranty Activity
Part C: Federal Receivable Age Category
Part C: Federal Receivable Information
Sources/Uses of Funds, Pending & Contingent Transactions
GA Closed School and False Certification Claim
GA Delinquency Aging

[Activity Log:](#)

===== State: Assigned by:kcontee at 7/1/2003 12:10:39 PM =====

MK: Awaiting confirmation on GA Code Deletion from Nettie Harding.

Nettie Harding: I don't think any of the 600s are or the 900 FISL codes are but I want to make sure before I say delete them permanently. The 500 codes can stay in the test environment since they were created for us to use for training purposes and may need to use for training in the future. However, under no circumstance should they ever be migrated into production.

Keisha Contee: The following GA IDs have been deleted from Dev, Test, and Production: 984, 985, 989, and 600's. The 500's are in Test and not in Production.

Please let me know if you have any further questions or comments, if not, I will close the SIRs.

SQL statement used to delete SIRs:
delete from D_GA where
GA_ID in ('984', '985', '989') OR
GA_ID like '6%' OR
GA_ID like '5%'

A file of the deleted rows will be
kept on
eProject.

===== State: Assigned by:mko at 6/9/2003 8:32:20 AM =====

MK: Awaiting confirmation on GA Code Deletion from Nettie Harding.

Nettie Harding: I don't think any of the 600s are or the 900 FISL codes are but I want to make sure before I say delete them permanently. The 500 codes can stay in the test environment since they were created for us to use for training purposes and may need to use for training in the future. However, under no circumstance should they ever be migrated into production.



Task Order 139 – Data Mart Operations

ID: MPOps00000444 **Title:** GA Monthly Trigger Rate Report
State: Assigned **Priority:** 2. Medium
Open: 4/29/2003 7:47:47PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655
Description:

There are no trigger rates subsequent to 9/2002

Activity Log:

===== State: Assigned by:mko at 6/9/2003 8:33:37 AM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.

ID: MPOps00000445 **Title:** Active Lender ED 799
State: Assigned **Priority:** 2. Medium
Open: 4/29/2003 7:49:53PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655
Description:

Should have a fiscal quarter prompt and first column of report should reflect the date selected in the fiscal quarter prompt and subsequent columns should have the 7 quarters that preceed the selected quarter.

Report only has 6 quarters listed. Should be 8 quarters.

Activity Log:

===== State: Assigned by:mko at 6/25/2003 10:00:19 AM =====

This report has been modified and migrated to test. Nettie will verify functionality.

===== State: Assigned by:mko at 6/24/2003 5:00:47 PM =====

This report has been modified and migrated to test. Netti, please verify functionality.



Task Order 139 – Data Mart Operations

ID: MPOps00000446 **Title:** Lender Scorecard Analysis Report
State: Assigned **Priority:** 2. Medium
Open: 4/29/2003 7:55:11PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655
Description:
Should include a total portfolio range in the prompt
Activity Log:

ID: MPOps00000447 **Title:** Active Lenders
State: Assigned **Priority:** 2. Medium
Open: 4/29/2003 7:56:42PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655
Description:
Change last fiscal quarter ID to a date
Activity Log:

===== State: Assigned by:mko at 6/9/2003 8:52:22 AM =====

MK: Informed Nettie Harding that the change requires the re-architecting of several attributes and / or metrics. Requested information from Nettie to provide direction on which route to take.

ID: MPOps00000448 **Title:** Servicer Lender Portfolio Report
State: Assigned **Priority:** 2. Medium
Open: 4/29/2003 7:57:29PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655
Description:
This report should be have a percentage column similar to the Lender Servicer Portfolio Report.
Activity Log:

===== State: Assigned by:mko at 6/9/2003 8:45:28 AM =====

MK: The report is functioning properly. (However, there might not be data associated with the prompts selected).

Nettie Harding: Servicer Lender Portfolio Report: I tried to verify that the % column was added similar to the Lender Servicer



Task Order 139 – Data Mart Operations

Report but when I requested by all of SLMAs (our largest) names it kept giving me the following message: No data returned for this view because the applied filter excludes all data. Is the report not functioning properly or do you have data saved in only a few of the reports. I wasn't sure since I was in the test environment. Let me know so I can test this.

ID: MPOps00000449

Title: FMS-NSLDS Cross-Check

State: Assigned

Priority: 2. Medium

Open: 4/30/2003 1:36:49PM

Target Date:

Requestor: Nettie Harding, 202-377-3307

Assigned to: Keisha Contee, 202-962-0655

Description:

One of the columns is reporting an annual figure and the other is a cumulative figure. We need to go with the annual number

on both reports. The cumulative column will need to take the current year cumulative and subtract the prior year cumulative

to come up with the annual number.

Activity Log:

ID: MPOps00000450

Title: Lender Scorecard - Origination Fee Variance

State: Assigned

Priority: 1. High

Open: 4/30/2003 6:00:53PM

Target Date:

Requestor: Nettie Harding, 202-377-3307

Assigned to: Keisha Contee, 202-962-0655

Description:

The amounts reported in the column 799 - Part II is pulling from the wrong data source. It is extracting an amount paid to the

lender instead of the Principal amount in Part II and bringing the decimal over two spaces. In other words, for an amount of \$27,000.78 it is reporting \$2,700,078. I am sending a spreadsheet to the MPO mailbox that provides data on two lenders to clarify this issue.

Activity Log:

===== State: Assigned by:mko at 6/9/2003 8:34:18 AM =====

MK: Need actual reports from Nettie Harding for validation purposes. Awaiting information.



Task Order 139 – Data Mart Operations

ID: MPOps00000458 **Title:** Capitalized Interest Report - SI #12
State: Assigned **Priority:** 2. Medium
Open: 5/27/2003 8:20:25PM **Target Date:**
Requestor: Susan Haenel-Beck, 917-767-6435 **Assigned to:** Keisha Contee, 202-962-0655
Description:

Enhancement SIR229, the report needs to reflect percentage calculations for all fields where there is an amount in the "interest

capitalized" column. The interest calculation can be positive or negative - each would have value in the report.

[Activity Log:](#)

ID: MPOps00000461 **Title:** Reset Linda Makhoulf's User ID's
State: Closed **Priority:** 1. High
Open: 6/3/2003 4:44:08PM **Target Date:** 6/3/2003 4:00:00AM
Requestor: Willie Sutton, 202-377-3320 **Assigned to:** Mark Mandrella, 202-962-0721
Description:

Please reset the GA FP Data Mart access password for:

USER: Linda Makhoulf

USERID: makhoulf.pub/makhoulf.res

PHONE: 401-736-1152

EMAIL: lmakhoul@riheaa.org

[Activity Log:](#)

ID: MPOps00000462 **Title:** Remove Future Dates in Record Extract Date
State: Assigned **Priority:** 2. Medium
Open: 6/3/2003 5:43:13PM **Target Date:**
Requestor: Nettie Harding, 202-377-3307 **Assigned to:** Keisha Contee, 202-962-0655
Description:

I don't know how the prompts in production get changed inadvertently but it appears that all the reports that use a Record Extract Date prompt now includes future dates. The future dates are: 7/20/2009, 11/20/2006, 3/20/2005 and 8/20/2003. Please remove these dates.

[Activity Log:](#)

===== State: Assigned by:kcontee at 7/1/2003 4:21:39 PM =====

Keisha Contee: Michael and I have verified that Record Extract Date is capped in Production and Test. Please verify using Lender Servicer Report. The SIR will be closed unless you have any further concerns.



Task Order 139 – Data Mart Operations

ID: MPOps00000463
Title: Create FP Accounts
State: Closed
Priority: 1. High
Open: 6/4/2003 1:53:58PM
Target Date: 6/5/2003 4:00:00AM
Requestor: Willie Sutton, 202-377-3320
Assigned to: Mark Mandrella, 202-962-0721
Description:

Create FP Accounts for the following people:

Matteo Fontana
Merlina Rigo

[Activity Log:](#)

ID: MPOps00000469
Title: Create User ID for Greg Gerrans
State: Closed
Priority: 1. High
Open: 6/12/2003 7:37:04PM
Target Date: 6/13/2003 4:00:00A
Requestor: Willie Sutton, 202-377-3320
Assigned to: Mark Mandrella, 202-962-0721
Description:

Please establish FP Data Mart access for:

USER: Greg Gerrans
USERID: greg.gerrans
ADDRESS: FSA/FP/State Agency Liason, UCP-111H1
PHONE: 202-377-3304
COMMENTS: LEAP Program Manager

[Activity Log:](#)

ID: MPOps00000470
Title: Reset Joseph Pire's password
State: Closed
Priority: 1. High
Open: 6/19/2003 2:07:48PM
Target Date: 6/19/2003 4:00:00A
Requestor: Willie Sutton, 202-377-3320
Assigned to: Mark Mandrella, 202-962-0721
Description:

Please reset the FP Data Mart access password for:

USER: Joseph Pire
USERID: epjpire
PHONE: 212-264-8143
EMAIL: joseph.pire@ed.gov

[Activity Log:](#)



Task Order 139 – Data Mart Operations

ID: MPOps00000472 **Title:** SERVICER - LENDER REPORT: LID Display
State: Assigned **Priority:** 2. Medium
Open: 6/25/2003 2:01:55PM **Target Date:**
Requestor: Ben McPherson, 214-880-3083 **Assigned to:** Keisha Contee, 202-962-0655
Description:

Ben McPherson - "I have an item for which we need to create a new SIR. In the "SERVICER - LENDER REPORT, we need to display the LID of the servicer in addition to the name. Many of the LIDs are associated with the same name."

Activity Log:

ID: MPOps00000473 **Title:** Form 2000 - Integration Testing with FPDM
State: Opened **Priority:** 2. Medium
Open: 6/25/2003 3:00:58PM **Target Date:**
Requestor: Mark Mandrella, 202-962-0721 **Assigned to:**
Description:

FUNCTIONAL DESCRIPTION: The objective of this FP DataMart Interface update is to ensure that all new fields in the amended Annual Form 2000 are passed from the FP DataMart interface into the custom FP DataMart tables. Currently, the FP DataMart tables do not contain the new fields that will be passed from the FP DataMart Interface. The update will enable the Amendment Version Number, as well as the Most Updated Record Flag to be accepted into the custom FP DataMart tables, SR_FFELGA_ANNUAL_REPORTS and F_FM2000_ANNL.

FPDM TESTING SCOPE: For the purposes of Integrated testing, the FPDM team will need to:

- 1.0 Mirror database changes in FP Test (HPVN-25)
- 2.0 Modify applicable Informatica mappings
- 3.0 Demonstrate reporting capabilities of new attributes
- 4.0 Regression test reports built off of (or based on) the SR_FFELGA_ANNUAL_REPORTS and F_FM2000_ANNL tables.

Activity Log:



Task Order 139 – Data Mart Operations

Credit Management (CM) Data Mart Operations Status

Work Accomplished During This Period

- Completed load and reconciliation of Demographic data for May in Production environment.
- Completed reconciliation/aggregations for May data in the Production Environment.
- Begin loading June data as it was received from FMS in the Production Environment.
- Added new transaction Ids to d_txn_map table.
- Provided daily monitoring of CM data mart availability.
- Continued tracking SIRs and enhancement requests.
- Continued to update user login information (add, remove, and reset IDs).
- Completed Data Mart Migrations for CM.
- Held bi-weekly CM Meetings with Power Users.
- Assisted Power Users with MicroStrategy report creation.
- Developed and amended mappings in Informatica to provide data to MicroStrategy reports.

Issues or Anticipated/Current Problems

- None to report.

Planned Work for Next Period

- Continue MicroStrategy reporting enhancements and completion of outstanding SIRs.
- Continue to provide daily monitoring of CM Data Mart.
- Continue to update user login information (add, remove, and reset IDs).
- Continue issue resolution for open CM SIR requests.
- Complete Load/Reconcile data for June for IF010, IF020, G-Records, and Manual Transactions.
- Load monthly Demographic data for June in Production environment.
- Run full aggregation in Production for June data (aggregations with Demographic data).
- Begin loading July data as it is received from FMS in the Production Environment.



Task Order 139 – Data Mart Operations

Help Desk Monthly Throughput (CM)

Data Request (1 Time)

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	0	0	0
New	1	1	0	0	2
Closed	1	0	0	0	1
End of Month Balance	0	1	0	0	1

Data Request (Multiple)

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	2	0	2
New	0	0	0	0	0
Closed	0	0	1	0	1
End of Month Balance	0	0	1	0	1

Help Desk Request

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	1	0	0	1
New	0	0	0	0	0
Closed	0	1	0	0	1
End of Month Balance	0	0	0	0	0

System Change Request

Category	ASAP	High	Medium	Low	Total
Carry Forward	0	0	1	0	1
New	0	0	3	0	3
Closed	0	0	2	0	2
End of Month Balance	0	0	2	0	2

Note: SIRs in POSTPONED status are not reflected in these numbers



Data Mart Operations Monthly SLA Metrics Report
Deliverable 139.1.1a

Task Order 139 – Data Mart Operations

Help Desk Request Summary (CM)

Total Requests: 16

<u>ID</u>	<u>STATE</u>	<u>TYPE OF REQ</u>	<u>TITLE</u>	<u>PRIORITY</u>	<u>OPEN</u>	<u>CLOSED</u>
98	Postponed	Help Desk	Create Report procedure/job aid for PAR	1. ASAP	5/23/2002	
103	Postponed	System Change Request	Exporting to Excel	4. Within 90 Days	5/23/2002	
105	Postponed	System Change Request	Ad Hoc Custom Error Message	4. Within 90 Days	5/23/2002	
132	Postponed	Data Request (Multiple)	Create Operations FMS 600 Report	3. Within 15 Business Days	6/18/2002	
133	Postponed	Help Desk	Modify CFO Accounting FMS 600 Report	3. Within 15 Business Days	6/18/2002	
275	Postponed	Data Request (1 Time)	Loans in deferment or bankruptcy	3. Within 15 Business Days	8/9/2002	
116	Rejected	Help Desk	Need to add Accounts to D_FMS_ACCT Table	1. ASAP	6/6/2002	
418	Assigned	Data Request (Multiple)	Mega record Year 9 (2002-2003) Ongoing	3. Within 15 Business Days	4/8/2003	
459	Assigned	System Change Request	end-of-file on coomunication channel error	3. Within 15 Business Days	5/28/2003	
471	Assigned	System Change Request	Modify Portfolio Analysis Metrics/Filters	3. Within 15 Business Days	6/23/2003	
474	Assigned	Data Request (1 Time)	Borrower's in repayment	2. Within 5 Business Days	6/27/2003	
397	Closed	Help Desk	Review status of SSN reports for Release in Prod	2. Within 5 Business Days	3/7/2003	6/4/2003
195	Closed	Data Request (Multiple)	TROR Reports returning incorrect numbers	3. Within 15 Business Days	7/16/2002	6/12/2003
464	Closed	System Change Request	Add Adjusted OLA field to CMDM MISCF20 report	3. Within 15 Business Days	6/10/2003	6/23/2003
465	Closed	System Change Request	Change Disb Date Prompt to show Loaded FMS Months	3. Within 15 Business Days	6/10/2003	6/16/2003
468	Closed	Data Request (1 Time)	Audit of Direct Loan Consolidation Operation	1. ASAP	6/12/2003	6/17/2003



Task Order 139 – Data Mart Operations

Credit Management Data Mart Requests

ID: MPOps00000098 **Title:** Create Report procedure/job aid for PAR
State: Postponed **Priority:** 1. ASAP
Date Opened: 5/23/2002 4:00:00A **Target Date:** 6/30/2002 4:00:00A
Requestor: Jayasri Kuppusamy, 202-9 **Assigned:** Eric Merkel, 202-962-0881

Description:

SIR #414

Create Report procedure document/job aid for Portfolio Analysis Report

Activity Log:

ID: MPOps00000103 **Title:** Exporting to Excel
State: Postponed **Priority:** 4. Within 90 Day
Date Opened: 5/23/2002 4:00:00A **Target Date:** 9/23/2002 4:00:00A
Requestor: David Marker, 202-962-06 **Assigned:** Al Bradley, 202-962-0661

Description:

SIR #203

On all reports when you export to excel numbers that begin with zeros lose the zeros. For example the SSN 003287489 will appear as 3287489 once the report is exported to Excel. After exporting if you change the excel formatting to "Special/SSN" the 0's will appear, however for something like CRC code that starts with 0's you would have to change the formatting to text and then hand enter in the missing 0's

Activity Log:

===== State: Assigned by:abradley at 6/11/02 6:54:18 PM =====

Al-

At 6/4/02 Power Users meeting it was agreed that this issue is on hold pending upgrade to MSTR 7i. 7i has Windows like formatting available on the Web.

This issues is related to normal MS Excel export functionality. This issue can be discussed in training/process documentation on MS Excel export functionality.

The procedures for the above work-around were addressed in the Basic Web User course. The procedures will also be documented in the training materials.

===== State: Opened by:dmarker at 5/23/02 2:26:15 PM =====

This issues is related to normal MS Excel export functionality. This issue can be discussed in training/process documentation on MS Excel export functionality.

The procedures for the above work-around were addressed in the Basic Web User course. The procedures will also be documented in the training materials.



Task Order 139 – Data Mart Operations

ID: MPOps00000105 **Title:** Ad Hoc Custom Error Message
State: Postponed **Priority:** 4. Within 90 Day
Date Opened: 5/23/2002 4:00:00A **Target Date:** 7/31/2002 4:00:00A
Requestor: David Marker, 202-962-06 **Assigned:** Al Bradley, 202-962-0661

Description:

SIR #351

If the user selects a combination of attributes that are not in the same table an error message appears. This error message needs to be customized to be more user friendly

Activity Log:

===== State: Assigned by:dmarker at 5/24/02 9:57:42 AM =====

This SIR was mistakenly put as Ready for Test. It has not been worked on yet and is a low priority SIR so it will not be worked on for some time

ID: MPOps00000132 **Title:** Create Operations FMS 600 Report
State: Postponed **Priority:** 3. Within 15 Bus
Date Opened: 6/18/2002 4:00:00A **Target Date:** 7/2/2002 4:00:00AM
Requestor: Eric Merkel, 202-962-0881 **Assigned:** Eric Merkel, 202-962-0881

Description:

Copy the FMS600 reports (monthly/weekly) located under CFO Accounting folder to Operations folder and modify to allow easier use during reconciliation (ie remove transaction detail, and add IF020 summary)

Activity Log:

ID: MPOps00000133 **Title:** Modify CFO Accounting FMS 600 Report
State: Postponed **Priority:** 3. Within 15 Bus
Date Opened: 6/18/2002 4:00:00A **Target Date:** 7/2/2002 4:00:00AM
Requestor: Eric Merkel, 202-962-0881 **Assigned:** Eric Merkel, 202-962-0881

Description:

Modify the FMS 600 reports available to power users (monthly and weekly located under CFO Accounting folder) by adding IF020 transactions

Activity Log:



Task Order 139 – Data Mart Operations

ID: MPOps00000275 **Title:** Loans in deferment or bankruptcy
State: Postponed **Priority:** 3. Within 15 Bus

Date Opened: 8/9/2002 4:00:00AM **Target Date:**
Requestor: Allen Prodgers, 202-377-3 **Assigned:**

Description:

The request comes from default management. For the months of 10/96 through 9/01 they want the number of loans entering (effective date):

unemployment deferment
economic hardship
and bankruptcy

They also want it broken down by type and control.

Waiting to hear from the requester. Expect a two week delay.

I've attached a sample of the format which you can use as a guide.

Activity Log:

ID: MPOps00000116 **Title:** Need to add Accounts to D_FMS_ACCT Ta
State: Rejected **Priority:** 1. ASAP

Date Opened: 6/6/2002 4:00:00AM **Target Date:** 6/7/2002 4:00:00AM
Requestor: David Marker, 202-962-06 **Assigned:** Al Bradley, 202-962-0661

Description:

Need to add Acct_Description column to the D_TXN_MAP table, populate the column with the values from the D_FMS_ACCT table description column, then delete the D_FMS_ACCT table, and finally remove any references to the D_FMS_ACCT table from the Microstrategy reports.

Be sure to do in all environments: dev, test (CMDM and CONV), and prod.

ALSO the following three descriptions were missing in the D_FMS_ACCT table.

101052 Cash Disbursements - ALC005
101072 Cash Disbursements - ALC007
101073 Cash Collections - ALC007

Activity Log:

===== State: Ready_for_Test by:dpan at 6/6/02 3:13:14 PM =====

modifications have been made to d_txn_map in development. table definition and data need to be migrated to test.

Table definition and data have been migrated to test, ready for test.



Task Order 139 – Data Mart Operations

===== State: Assigned by:emerke1 at 6/6/02 2:50:44 PM =====

modifications have been made to d_txn_map in development. table definition and data need to be migrated to test.

ID: MPOps00000418 **Title:** Mega record Year 9 (2002-2003) Ongoing
State: Assigned **Priority:** 3. Within 15 Bus

Date Opened: 4/8/2003 4:00:00AM **Target Date:**
Requestor: Allen Prodgers, 202-377-3 **Assigned:** Dorothy Pan, 202-962-0725

Description:

Produce an extract of the financial records that are needed to support Mega records. This will be for Year 9 loans. These loans are identified with an "03" in the year portion of the loan id. The period for the extract is from April, 2003 through March, 2004.

Starting with April, 2004 Servicing will want a monthly extract of the current month.

Activity Log:

ID: MPOps00000459 **Title:** end-of-file on coomunication channel error
State: Assigned **Priority:** 3. Within 15 Bus

Date Opened: 5/28/2003 4:00:00A **Target Date:** 6/27/2003 4:00:00A
Requestor: Andy Cho, 202-377-3493 **Assigned:** Al Bradley, 202-962-0661

Description:

end-of-file on communication channel' error message appears when executing long running ad-hoc reports in MicroStrategy This is due to a defect in the 7.2.1 MicroStrategy ODBC Driver for Oracle Wire Protocol, Version 4.00.00.26.

MSTR recommends moving to latest release 7.2.3

Activity Log:

===== State: Opened by:abradley at 5/28/2003 12:10:35 PM =====

Problem cause is MSTR Driver.

This issue has been fixed in MSTR release 7.2.3.

Investigating effort to move to release 7.2.3.

ID: MPOps00000471 **Title:** Modify Portfolio Analysis Metrics/Filters
State: Assigned **Priority:** 3. Within 15 Bus

Date Opened: 6/23/2003 4:00:00A **Target Date:** 7/8/2003 4:00:00AM
Requestor: Al Bradley, 202-962-0661 **Assigned:** Al Bradley, 202-962-0661

Description:

Several Issues:



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1) New Disbursements should equal total disbursements from the Loan Booking and Gross Disbursement reports.
2) Ending Balance should equal total balance of account 135001- based on April 03 report, the elements that make up ending balance do not include all of the 135001 transactions. Al to identify codes that are missing and forward to Amanda Byrd and Pete Cove to assist in assigning to CMDM filters/metrics.

Activity Log:

ID MPOps00000474 Title: Borrower's in repayment
State: Assigned Priority: 2. Within 5 Busi
Date Opened: 6/27/2003 4:00:00AM Target Date: 7/3/2003 4:00:00AM
Requestor Allen Prodgers, 202-377-3 Assigned: Jay Main, 301-212-8061

Description:

Need a random sample of 5,000 Direct Loan Borrower's in a status 30 who meet the following criteria:

1. In status 30.
2. In repayment for greater than 13 months.
3. Do not make payment by EDA.

What we want for the output is full name of the borrower and the home phone number and business phone number.

Activity Log:

ID MPOps00000397 Title: Review status of SSN reports for Release in
State: Closed Priority: 2. Within 5 Busi
Date Opened: 3/7/2003 5:00:00AM Target Date: 5/20/2003 4:00:00A
Requestor Jay Main, 301-212-8061 Assigned: Al Bradley, 202-962-0661

Description:

Notice sent (5/20/03) to potential users of the report that they would not be released pending performance issues. No feedback received. SIR can be closed.

There is a problem with the SQL generated for the SSN reports in Prod. The reports in Test are working. Al to investigate differences between Test and Prod.

Activity Log:

===== State: Needs_Clarification by:abradley at 5/9/2003 3:19:06 PM =====

(A. Bradley 5/9/03)

Per 5/6 Power User meeting: End users are not very interested in these reports given the response time of them. Scott to follow up with Cathy Power with recommendation and guidance.

3/14/03: Per the 3/11/03 Power User meeting, the fms load month prompt will be added to the 6 SSN reports to speed up performance. Without this prompt, reports are doing full table scans on f_txn by fms posted date. This prompt



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cuts report time from over 6 hrs to approximately 2 hours. This report will be released the week of March 17.

3/14/03: SQL has been corrected.

The review of these reports was prompted by a request to confirm that the reports were ready for Prod. After running in Prod, Al Bradley discovered a sql code error.

===== State: Assigned by:abradley at 3/14/2003 9:00:22 AM =====

3/14/03: Per the 3/11/03 Power User meeting, the fms load month prompt will be added to the 6 SSN reports to speed up performance. Without this prompt, reports are doing full table scans on f_txn by fms posted date. This prompt cuts report time from over 6 hrs to approximately 2 hours. This report will be released the week of March 17.

3/14/03: SQL has been corrected.

The review of these reports was prompted by a request to confirm that the reports were ready for Prod. After running in Prod, Al Bradley discovered a sql code error.

===== State: Opened by:abradley at 3/7/2003 2:14:44 PM =====

The review of these reports was prompted by a request to confirm that the reports were ready for Prod. After running in Prod, Al Bradley discovered a sql code error.

<u>ID</u>	MPOps00000195	<u>Title:</u>	TROR Reports returning incorrect numbers
<u>State:</u>	Closed	<u>Priority:</u>	3. Within 15 Bus

<u>Date Opened:</u>	7/16/2002 4:00:00A	<u>Target Date:</u>	3/16/2003 5:00:00A
<u>Requestor</u>	Al Bradley, 202-962-0661	<u>Assigned:</u>	Al Bradley, 202-962-0661

Description:

TROR reports (IA - Dollars, IA - Numbers) returning incorrect results when comparing subsequent quarters

Activity Log:

===== State: Closed by:abradley at 6/12/2003 4:21:55 PM =====

06/11/03: Beg balance \$ corrected in Prod. Release of report into Prod is Pending Power User Approval.

6/8/03: Beg Balance dollars corrected. Per Cathy, have CMDM Users view report before releasing into Prod.

5/3/03: Numbers metrics corrected 4/27/03. Discovered additional problem with Dollars beg balance metric when doing testing(Al to research), leave SIR open pending resolution.

3/09/03: Migration scheduled for 3/9/03 was not completed. Need to review/modify objects in Test environment and set new migration date.

2/11/03 A Bradley: Changed IA Numbers Report to correct beginning balance and to remove year prompt. Report can now function with a single prompt on quarter. CR will be submitted on 2/11, anticipate move to Prod on 2/23.

Dollar report corrected (metrics not set to outer join on report)

===== State: Ready_for_Production by:abradley at 6/9/2003 12:25:03 PM =====



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6/8/03: Beg Balance dollars corrected. Per Cathy, have CMDM Users view report before releasing into Prod.

5/3/03: Numbers metrics corrected 4/27/03. Discovered additional problem with Dollars beg balance metric when doing testing(AI to research), leave SIR open pending resolution.

3/09/03: Migration scheduled for 3/9/03 was not completed. Need to review/modify objects in Test environment and set new migration date.

2/11/03 A Bradley: Changed IA Numbers Report to correct beginning balance and to remove year prompt. Report can now function with a single prompt on quarter. CR will be submitted on 2/11, anticipate move to Prod on 2/23.

Dollar report corrected (metrics not set to outer join on report)

===== State: Ready_for_Test by:abradley at 5/5/2003 10:41:10 AM =====

5/3/03: Numbers metrics corrected 4/27/03. Discovered additional problem with Dollars beg balance metric when doing testing(AI to research), leave SIR open pending resolution.

3/09/03: Migration scheduled for 3/9/03 was not completed. Need to review/modify objects in Test environment and set new migration date.

2/11/03 A Bradley: Changed IA Numbers Report to correct beginning balance and to remove year prompt. Report can now function with a single prompt on quarter. CR will be submitted on 2/11, anticipate move to Prod on 2/23.

Dollar report corrected (metrics not set to outer join on report)

===== State: Ready_for_Test by:abradley at 3/10/2003 10:01:26 AM =====

3/09/03: Migration scheduled for 3/9/02 was not completed. Need to review/modify objects in Test environment and set new migration date.

2/11/03 A Bradley: Changed IA Numbers Report to correct beginning balance and to remove year prompt. Report can now function with a single prompt on quarter. CR will be submitted on 2/11, anticipate move to Prod on 2/23.

Dollar report corrected (metrics not set to outer join on report)

===== State: Ready_for_Test by:abradley at 2/11/2003 9:47:34 AM =====

2/11/03 A Bradley: Changed IA Numbers Report to correct beginning balance and to remove year prompt. Report can now function with a single prompt on quarter. CR will be submitted on 2/11, anticipate move to Prod on 2/23.

Dollar report corrected (metrics not set to outer join on report)

===== State: Assigned by:emerkel at 7/16/02 12:01:34 PM =====

Dollar report corrected (metrics not set to outer join on report)



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ID: MPOps00000464 **Title:** Add Adjusted OLA field to CMDM MISCF2
State: Closed **Priority:** 3. Within 15 Bus

Date Opened: 6/10/2003 4:00:00A **Target Date:** 6/22/2003 4:00:00A
Requestor: Andy Cho, 202-377-3493 **Assigned:** Al Bradley, 202-962-0661

Description:

Add Adjusted OLA field to CMDM CF20 report. Metric is on the MIS CF20 report. Andy Cho has created metric in his folder. Al to test and Migrate to Prod.

Activity Log:

===== State: Closed by:abradley at 6/23/2003 10:45:36 AM =====

Change in report agreed to during 6/17/03 Power User meeting.
A. Cho verified migration 6/23/03.

ID: MPOps00000465 **Title:** Change Disb Date Prompt to show Loaded
State: Closed **Priority:** 3. Within 15 Bus

Date Opened: 6/10/2003 4:00:00A **Target Date:** 6/21/2003 4:00:00A
Requestor: Al Bradley, 202-962-0661 **Assigned:** Al Bradley, 202-962-0661

Description:

This impacts Loan Disb Reports Only. Prompt is using DLSS Load Indicator, but should use FMS_Load_Indctr. Al to send revised script to dorothy and she will change.

Activity Log:

===== State: Ready_for_Test by:abradley at 6/16/2003 3:58:34 PM =====

Changes made to Prod view to change from DLSS to FMS load indicator.

ID: MPOps00000468 **Title:** Audit of Direct Loan Consolidation Operati
State: Closed **Priority:** 1. ASAP

Date Opened: 6/12/2003 4:00:00A **Target Date:** 6/18/2003 4:00:00A
Requestor: Russell Trujillo, 202-377- **Assigned:** Jay Main, 301-212-8061

Description:

See Attached. Jay I am sending the attachment as an email attachment because I cannot get the "Attachment" function in ClearQuest to work.

Activity Log: